

# Low Acuity, Non 911 Patient Management Emergency Services



KPI Owner: Chad Scott

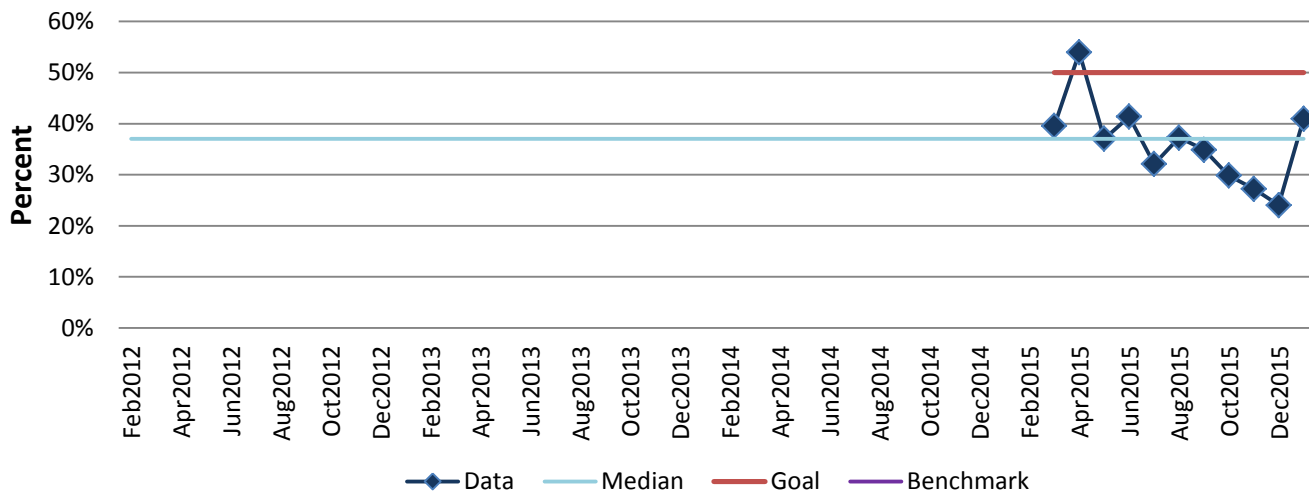
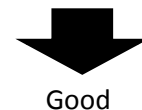
Process: Patient Care

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 40% (Mar2015-Aug2015) Goal: Triage 50% of eligible low severity calls out of the 911 system by 2017.  Benchmark: TBD	Data Source: CAD, RescueNet, PSIAM  Goal Source: Mayor's Strategic Plan Goal 2  Benchmark Source: N/A	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Percent of eligible low severity calls not diverted to non-911 patient care alternatives Why Measure: Increase the availability of ambulances to manage higher acuity calls, to divert patients to most appropriate healthcare setting Next Improvement Step: Develop the nurse triage process for new call taking protocol, seek pilot program designation from KBEMS for PPCN

## How Are We Doing?

Feb2015-Jan2016 12 Month Goal	Feb2015-Jan2016 12 Month Average		Jan2016 Goal	Jan2016 Actual	
<b>50%</b>	<b>36%</b>		<b>50%</b>	<b>41%</b>	
Percent	Percent		Percent	Percent	

## Low Acuity, Non 911 Patient Management



## Mar2015-Jan2016 Pareto Analysis

